

## WELLMARK MEMBERS NOW HAVE **\$0 COST SHARE FROM HOME**

In these difficult times, your health and safety are our top priorities. That's why Wellmark® Blue Cross® and Blue Shield® is making the following announcement:



**Until June 16, 2020, Wellmark will cover the member cost share for all virtual visits with your personal doctor and other in-network providers. You and your covered dependents can get medical and behavioral health care at home at no cost to you with phone or video visits.**

### WHY VIRTUAL VISITS MATTER

As we work together as a nation to respond to the COVID-19 pandemic, here is why virtual visits are so important:



**Virtual visits take pressure off the health care system.** Getting your non-emergency care at home (for all conditions, not just those related to COVID-19) allows health care providers more time to treat the sickest patients in person.



**Virtual visits keep you and your family safe.** Getting care at home decreases your chance for exposure to the COVID-19 virus.



**Virtual visits save you time and money.** While virtual visit platforms are experiencing longer wait times than usual, you will still spend less time waiting for care than if you seek medical care in person at a doctor's office, urgent care or the ER. And, you will save the money you would have spent on care for other essential purchases.

### YOUR PERSONAL DOCTOR AND VIRTUAL VISITS

Many health care providers are working quickly to provide virtual visit capabilities to their patients, either over the phone or via video visit. You may want to reach out to your personal doctor to see if they are making arrangements for virtual visits.

To search for an in-network provider near you, go to [Wellmark.com/ProviderFinder](https://www.wellmark.com/ProviderFinder).

### IF A PROVIDER REQUESTS PAYMENT

Wellmark is working with in-network health care providers to let them know all virtual visits will be covered at no cost to you if the visit would be covered under your plan if conducted in person.

- ▶ If you call your provider for a virtual visit and they request payment up front, remind them that Wellmark has published that all cost shares for covered virtual visits are waived.
- ▶ If they still request payment and you want to continue with the appointment:
  - Keep your Explanation of Benefits (EOB) when it comes in the mail.
  - Wellmark will arrange for a reimbursement. If you do not receive your reimbursement within 90 days of your virtual visit, contact your health care provider.
- ▶ If you do not want to continue the appointment but still want to have a virtual visit, use **Doctor On Demand** for a no-cost virtual visit. See the reverse side of this flyer to learn about Doctor On Demand.

If you have questions about your virtual visit benefits, call the customer service number on the back of your Wellmark ID. You can also send a secure message by logging in at [myWellmark.com](https://mywellmark.com).

# DOCTOR ON DEMAND® USER GUIDE

With Doctor On Demand, you get video visits from home with a board-certified health care provider on your smartphone, tablet or computer. Use this guide to get you and your covered family members started.



## HOW TO REGISTER FOR DOCTOR ON DEMAND

With your account, you can get care for yourself and your kids under age 18. Covered spouses and dependent children age 18 and over will need to register for their own account.

### Access Doctor On Demand.

Download then open the Doctor On Demand app. Or, go to [DoctorOnDemand.com](https://www.doctorondemand.com).



### Follow the prompts to register.

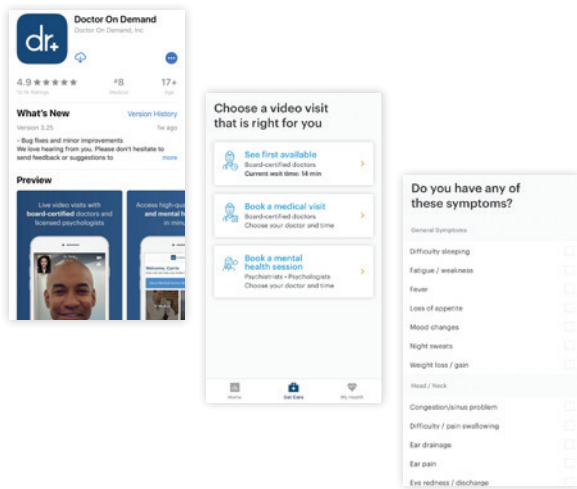
You'll be asked to create a password and enter some basic information like your name, birthdate and email address. (Note: You may need to enter your credit card information, but you will not be charged.)



### Enter your insurance information.

You'll be asked for the name of your insurance provider (Wellmark® Blue Cross® and Blue Shield®), plus your full member ID and group ID numbers. You'll find these on your Wellmark ID card.

## HOW TO SEE A PROVIDER



**STEP 1: Access Doctor On Demand.** Log in using the Doctor On Demand app. After you log in, select *Get Care* at the bottom of the screen. (You can also use your home computer for a video visit if it's equipped with a camera. To log in with your home computer, go to [DoctorOnDemand.com](https://www.doctorondemand.com).)

**STEP 2: Select your care.** You can either see the first available medical provider now, schedule an appointment with a medical provider later or schedule an appointment with a mental health provider later.

**STEP 3: Follow the prompts.** You will be asked to provide details about symptoms, to select your preferred pharmacy and to confirm your appointment.

## QUESTIONS?

Doctor On Demand's Member Support Team is available to help 24 hours a day. For immediate assistance, call 1-800-997-6196. You can also email the team at [support@doctorondemand.com](mailto:support@doctorondemand.com).

Wellmark complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: Si habla español, los servicios de asistencia de idiomas se encuentran disponibles gratuitamente para usted. Comuníquese al 800-524-9242 o al (TTY: 888-781-4262).

注意：如果您说普通话，我们可以免费为您提供语言协助服务。请拨打 800-524-9242 或（听障专线：888-781-4262）。

ACHTUNG: Wenn Sie deutsch sprechen, stehen Ihnen kostenlose sprachliche Assistenzdienste zur Verfügung. Rufnummer: 800-524-9242 oder (TTY: 888-781-4262).

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Doctor On Demand physicians do not prescribe Scheduled I-IV DEA Controlled Substances and may elect not to treat or prescribe other medications based on what is clinically appropriate.